

CCTV Maintenance Contract (Non-Comprehensive)

This SERVICE CONTRACT (this "Agreement"), is made and entered into by and between ' **Organic & Natural Pharmacy – Alain** ' a company organized and existing in **Al Ain – UAE**, with offices located at **Al Ain** (hereinafter the "**First Party**"), and **Netcore IT Solutions – Sole Proprietorship L.L.C.**, the IT service company, (hereinafter the "**Second Party**").

Second Party and **First Party** desire to enter into a relationship in which **Second Party** will provide the services as detailed in Table A below.

Now, therefore, in consideration of the premises, and of the mutual promises and undertakings herein contained, the parties, intending to be legally bound, do hereby agree as follows:

➤ Service Details:

1. Services will be provided for the following Systems/Sectors:

Table A

SN	System/Sector	Location
1	IP Camera (Done & Bullet) / up to 5 Qty	Abu Dhabi - Al Ain - hamdan bin Mohammad Street - Souq Extra
2	NVR / Qty 1	

2. **Second Party** will visit the **First Party's** site **two times a year** as a routine service or in case of receiving a request by Email, if the visits cross **2** in a **Year**, an extra charge will be applicable for extra visits.
3. **First Party's** representative/in-charge person details as follows:

In-charge person's name	Email address	Contact number
Dr. Mohammad Hamarsheh	info@organicnatural.ae	+971567516622

4. **Second Party** on-duty time is from 10:00 am to 06:00 pm, Sunday to Thursday.
5. Service request contact details as follows:

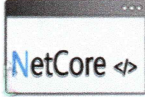
Main Contact - Support Technician

Email: support@netcore.ae Mob: +971 56 830 7721

Secondary Contact – Supervisor

Email: admin@netcore.ae Mob: +971 56 383 4707

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6. Replacement parts/devices or any additional equipment needed are not included in this contract/agreement.
7. Service Response in standard mode within **24 hours**, in working days.

➤ **Terms:**

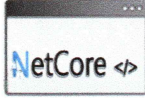
1. **Second Party** will use reasonable efforts to keep the environment secure and healthy. Still, this agreement does not cover any defects, damage, or loss to any software/operating system or data residing in the **First Party** site/entity/data center under any circumstance, regardless of the reason.
2. This document shall not be duplicated or disclosed in any form to any other party or used for any other purpose without prior written consent from the supplier.
3. All the information, representations, statements, opinions, and proposals in this document are correct and accurate to the best of our present knowledge but are not intended (and should not be taken) to be contractually binding unless and until they become the subject of a separate, specific agreement between the parties.
4. Any changes in the scope of work at the time of contract start-up will be estimated and priced separately and shall be extra to the **First Party** account.
5. **First Party** will provide all required documents to complete the authority approval procedure (if any).
6. This agreement is performable in (**UAE**) and shall be construed in accordance with the laws of the United Arab Emirates.

➤ **Payment & Period:**

1. The period of this agreement will begin on **25/July/2023** and extend for 1 year from that date. The renewal of this Agreement is subject to the mutual written agreement of both Parties. Either party may terminate the Agreement by giving 30 days written notice to the other by email.
2. This agreement will be considered terminated if any due payment is pending for more than 30 days.



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Netcore IT Solutions
Sole Proprietorship L.L.C

Ref No: SC23-40

Page | 3

3. **First Party** agreed to pay the amount of (1500.00AED + VAT) a **year**, and payment will be as follows:

Description	Amount	Due Date
100% Advance Payment	1500.00AED + VAT	25/July/2023

Date:

Netcore IT Solutions
Signature & Stamp



Date:

Organic & Natural Pharmacy
Signature & Stamp



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